

Remarks

Claims 146-165 are pending in the application. Claims 146-165 stand rejected. Claims 146-165 are canceled herein and new claims 166-185 are provided.

Claims 146-165 stand rejected under 35 U.S.C. § 102(e) as being anticipated over U.S. Patent 6,493,447 (Goss et al.). Inasmuch as the rejection applies to the claims as amended, Applicants respectfully traverse the rejection.

New independent claims 166 and 176 require receiving the voice call originating from the user device including the cookie, processing the cookie from the user device to select one of the call center resources, and routing the voice call originating from the user device to the selected one of the call center resources. Advantageously, a caller can initiate a voice call and be routed and connected to a call center resource without having to wait for a call-back. The voice call from the user can be maintained until an agent is available. The agent does not generate a voice call call-back at a later time.

In Goss, there is no voice call originating from the user device to a call center. Instead, in Goss the user originates an Internet session and logs a call-back request on a web page. An agent at the call center must generate the voice call call-back at a later time. That is why it is called a "call-back" request, the person in Goss requests that the agent create a new voice call communication.

In Goss, an available agent references a previously received and stored call-back request and generates a telephone call to the requester (see col. 1, line 62 to col. 2, line 8, col. 7, lines 55-58, col. 8, lines 35-40, col. 12, lines 9-22, and col. 14, lines 30-32, 40-45). The call-back in Goss can comprise a telephone call (see col. 23, lines 19-35, col. 7, lines 27-30, 55-58, and col. 8, lines 35-45). The call-back may be established a very short time after the request is made, in the case where an agent is currently available. Goss states that "A call-back time can be solicited to state when the customer would like to be called back" (see col. 13, lines 9-15). Goss states that if a call-back time is not requested, then Goss assumes that the customer is requesting a call-back "as soon as possible." However, the important point is that Goss does NOT (and cannot) connect the agent into the pre-existing voice call established by the user.

The Office Action asserts that in Goss, "If the qualified agent is not immediately available, the customer has the option of placing a call-back request." A close scrutiny of Goss reveals that a person must enter a call-back request for a telephone call (not required for a web page interaction). There is no immediate agent voice call connection option given in Goss. Consequently, an available agent must initiate the call back.

The Office Action appears to rely on a portion of Goss which states that "Whether the call back request is satisfied immediately, as for example, when an agent is immediately available to respond to the customers request" (col. 2, lines 42-44)(emphasis added). The key here is the word "respond", which informs that the agent must initiate a telephone call to the requestor. The original voice call from the user is clearly not extended to the agent (or other web call resource).

The Office Action further asserts that "the request is extended (given or offered to) to the appropriate and available agent." This is correct, as in Goss the call-back request of the person is relayed to an agent. However, the present invention does not disclose "extending a request." The invention discloses extending the call. Goss does not do this.

Goss therefore does not anticipate independent claims 146 and 156. Dependent claims 147-155 and 157-165 are allowable for the same reasons as independent claims 146 and 156. Applicants respectfully request removal of the rejection and allowance of pending claims 146-165.

Applicants submit that there are numerous additional reasons in support of patentability, but that such reasons are moot in light of the above remarks and are omitted in the interest of brevity. Applicants respectfully request allowance of the pending claims.

Please feel free to call me to discuss the patentability of the pending claims.

Date: 10/24/05


SIGNATURE OF PRACTITIONER

Gregg Jansen, Reg. No. 46,799
Setter Ollila LLC
Telephone: (303) 938-9999 ext. 14
Facsimile: (303) 938-9995

Correspondence address:

CUSTOMER NO. 28004

Harley R. Ball
Sprint Law Department
6391 Sprint Parkway
Mailstop: KSOPHT0101-Z2100
Overland Park, KS 66251-2100